

RECEPTIONIST (BILINGUAL)

Code No.: 4-05-057
(80 Hour: 4-05-219)
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a clerical position which involves responsibility for receiving office callers and performing a variety of routine clerical duties requiring a moderate degree of decision making. Employees of this class are required to translate and interpret conversations, written material and standard forms from English to Spanish and from Spanish to English and converse with Spanish callers or visitors. The work involves answering phones, directing visitors and processing related paperwork and is performed in accordance with well-defined objectives, policies and procedures. This employee works independently under direct supervision from, and reports directly to, a higher level clerical employee or administrator. Supervision of others is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.):

Greets all callers and directs them to proper party or department in English and Spanish;

Translates and interprets conversation and written material for Spanish speaking visitors or callers;

Maintains master appointment book and schedules appointments;

Sorts, indexes, files and routes mail, requisitions, ledger cards and other material;

Prepares documents, authorizations, forms and other related paperwork;

Pulls material from files, performs file searches and maintains charge out records;

Obtains and disseminates information by telephone, correspondence and in person;

Makes arithmetic computations, compiles, and checks statistical reports;

Checks lists, reports, and forms for completeness and accuracy;

Maintains time records and payroll data;

Makes an accurate record of petty cash;

Operates office machines such as switchboard, calculator, mimeograph, photocopier;

Processes permits, applications and licenses.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures, policies, functions and equipment; good knowledge of grammar and punctuation; fluency in oral and written Spanish; ability to make English-Spanish and Spanish-English oral and written translations; ability to prepare arithmetic summaries, and forms; ability to operate standard office equipment; ability to communicate effectively both orally and in writing; ability to acquire familiarity with

departmental organization, laws, policies and functions; working knowledge of business arithmetic and English; ability to understand and follow oral and written directions; ability to get along with others; ability to greet and deal with the general public; clerical aptitude; alertness; accuracy; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

- (A) Two (2) years of full-time or its part-time equivalent paid clerical or office experience; OR,
- (B) Graduation from a regionally accredited or New York State registered two (2) year college or university with an Associate's degree in Secretarial Science; OR,
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: College level training in other than clerical or secretarial science area cannot be substituted for any work experience.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

REVISED: February 19, 1987

REVISED: September 17, 1987